



# LUSH Fresh Handmade Cosmetics saves £1 million with QlikView

## About LUSH Fresh Handmade Cosmetics

Since its establishment in 1995, LUSH Fresh Handmade Cosmetics, based in the United Kingdom, has expanded to 900 stores in 51 countries. It specialises in handmade products, including soaps, shower gels, shampoos and conditioners. The firm prides itself on a product range that is 100 percent vegetarian and not tested on animals.



**LUSH** FRESH  
HANDMADE  
COSMETICS



"The QlikView Business Discovery platform helped us to deliver savings of more than £1 million in the first two years."

Scott Silverthorn, Head of Data Services, LUSH Fresh Handmade Cosmetics

### Challenges:

- Give staff insights into profitability
- Help employees manage sales, stock and staffing
- Drill down into sales in every shop

LUSH wanted to give all its employees—from the shop-floor to the warehouse—access to data analytics to help them make smart, profitable decisions. It decided to invest in an end-to-end business discovery platform that could deal with multiple data sets, including data sourced from electronic point-of-sale, stock-management and payroll systems. Scott Silverthorn, Head of Data Services, LUSH Fresh Handmade Cosmetics, says:



"We're an ethical cosmetics company and make all our products by hand so we needed full visibility of the supply chain, sales and stock."

### Solution:





With Qlik's user-driven business intelligence solution, LUSH has made savings of more than £1 million (US\$1.7 million) over two years.

Combining the QlikView Business Discovery platform with LUSH stock value management systems has helped the company benefit across the board. The retail accounts team now has a clear view of sales in each shop, managers have access to live sales information, and the manufacturing division gets up-to-date stock management reports. The solution is also giving the HR department the tools it needs to monitor payroll and timesheet information, gaining an accurate view of staffing costs.

### Value:

- Delivered £1 million savings over two years through effective stock management
- Improved monitoring of sales and performance
- Enabled better sourcing of ingredients from ethical suppliers

### Functions:

-  Retail and Wholesale
-  Sales
-  Finance
-  Human Resources

### Partner

QGate Software

### Data Sources

Electronic Point-of-Sale  
and Spreadsheets

